



# SAN FRANCISCO HUMAN SERVICES AGENCY

## MEMORANDUM

**TO:** HUMAN SERVICES COMMISSION

**THROUGH:** TRENT RHORER EXECUTIVE DIRECTOR

**FROM:** DAN KAPLAN, DEPUTY DIRECTOR for ADMINISTRATION & FINANCE  
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

**DATE:** MAY 22, 2025

**SUBJECT:** GRANT MODIFICATION: URBAN ALCHEMY (NONPROFIT) – TO PROVIDE STREET SAFETY MONITORS

DS  
EE

	<u>Current</u>	<u>Mod</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
<b>GRANT TERM:</b>	5/01/23- 6/30/25	7/01/25- 6/30/27	5/01/23- 6/30/27		
<b>GRANT AMOUNT:</b>	\$3,823,038	\$4,928,180	\$8,751,218	\$875,122	\$9,626,340
<b>MODIFIED ANNUAL AMOUNT:</b>	<u>FY 23-25</u> \$3,823,038	<u>FY 25-26</u> \$2,464,090	<u>FY 26-27</u> \$2,464,090		
<b>FUNDING SOURCE:</b>	<u>County</u> \$7,711,309	<u>State</u> \$499,156	<u>Federal</u> \$540,753	<u>Contingency</u> \$875,122	<u>Total</u> \$9,626,340
<b>PERCENTAGE:</b>	88%	6%	6%		100%

The San Francisco Human Services Agency (SFHSA) requests authorization to modify the existing grant with Urban Alchemy for the period of July 1, 2025 to June 30, 2027 in the additional amount of \$4,928,180 plus a 10% contingency for a revised total amount not to exceed \$9,626,340. The purpose of this modification is to extend the grant term and increase the grant amount to provide safety street monitors for 1235 Mission Street and 500 block of Stevenson Street.



## Background

The San Francisco Human Services Agency provides multiple benefits services to San Francisco's most vulnerable city residents. In the recent past, access to our 1235 Mission Street facility experienced an uptick of disruptive activity that negatively affected our HSA staff and the clients HSA serves. Since May 2023, Urban Alchemy has been providing street monitoring services at 1235 Mission Street and has been an important part of stabilizing access to that location. On May 16, 2024, The Department of Human Services Agency (HSA), on behalf of the Department of Homelessness and Supportive Housing (HSH) and Department of Public Health (DPH), added Street Safety monitoring services for the 500 block of Stevenson Street, between 6th and 7th Street.

## Services to be Provided

### 1235 Mission Street

Grantee will continue to provide safety and de-escalation services, as their practitioners are trained in conflict resolution and often have lived experiences with the people they encounter. They will adhere to the City's Good Neighbor Policy and increase the sense of safety in the area surrounding 1235 Mission Street. Services will be provided at the exterior of 1235 Mission Street, from Monday to Friday 7AM to 6 PM.

### 500 Stevenson Street

Grantee will continue to provide Street Safety monitoring services for the 500 block of Stevenson Street, between 6th and 7th Streets. This includes: providing assistance and information; maintaining order; deterring disputes, violence, theft, and vandalism; and responding to emergencies. The block of 500 Stevenson will be staffed with monitors and supervisors to provide a safe environment for block residents, patients of Maria X Martinez Health Resource Center, clients and SF Homeless Outreach Team (SFHOT), Department of Public Health (DPH) and Homeless and Supportive Housing (HSH), owners and patrons of businesses and the general public. Services will be provided at the entire block of 500 of Stevenson Street, from 6th to 7th Street. Seven days a week, 24 hours a day.

The purpose of the modification is to extend the street safety monitoring services for these locations through June 30, 2027.

## Location

Services will be provided at 1235 Mission Street and the 500 block of Stevenson Street.

## Selection

The grantee was selected through RFP 1081, issued in January 2023.

## Funding

Funding for this grant is provided through Federal, State, and County General Funds. Funding for services at 500 block of Stevenson Street will be provided through a workorder from SFDPH.

## ATTACHMENTS

Appendix A-2, Scope of Services for 1235 Mission Street

Appendix B-2, Budget for 1235 Mission Street

Appendix A-3, Scope of Services for the 500 block of Stevenson Street

Appendix B-3, Budget for the 500 block of Stevenson Street

**Appendix A-2: Scope of Services to be Provided**  
**Urban Alchemy**  
**Safe Street Monitoring FY23-FY27**  
**Services for 1235 Mission Street**  
**May 1, 2023 to June 30, 2027**  
**Effective Date: July 1, 2025**

**I. Purpose**

The goal of the grant is to provide Street Safety monitoring services for the facility of the Human Services Agency, (HSA). This includes: providing assistance and information; maintaining order; deterring disputes, violence, theft, and vandalism; and responding to emergencies. The Human Services Agency should be adequately staffed with monitors and supervisors to provide a safe working environment for all employees of the Department and safe areas for clients and the general public that are served.

**II. Definitions**

CCSF	City & County of San Francisco
CLO	Contractor Liaison Officer
Grantee	Urban Alchemy
HSA	Human Services Agency; Department
DLO	Departmental Liaison Officer
OCM	Office of Contract Management, HSA
Post Orders	Document listing detailed deployment/posting orders for each site - final version due 60 days post grant start date

**III. Target Population**

HSA staff, guests and clients who visit 1235 Mission Street, San Francisco.

**IV. Description of Services**

Grantee shall provide the following services during the term of this grant agreement:

**A. Safety and De-Escalation:**

1. Greeting the served population, staff, visitors on the street, including being polite, courteous, respectful and responsive to all persons within the monitored area.
2. Provide and maintain a dependable form of communication (cell phones/radios) between all Street Safety Monitor on-site staff.
3. Regular Patrol of the designated area.

4. Provide protective pass-through corridors so that staff and client's safety and well-being is not compromised.
5. Provide and preserve a system with written documentation to ensure that the site area is checked on a scheduled and regular basis. Documentation to be available for review by the Department Liaison officer upon request.
6. Assistance with conflict de-escalation and crisis management
7. Wellness checks and connections to care for anyone demonstrating symptoms of physical or behavioral health needs.
8. Provide assistance and information.
9. Observe and report using grantee provided incident reports.

**B. Staff Experience and Training**

1. At least one year working with people experiencing homelessness, or similar situations.
2. Overdose prevention training in accordance with new city policy and first aid/CPR certification.
3. Crisis intervention and de-escalation training.
4. HSA Director of Program Integrity/Investigations and Department Liaison Officer maintain authority to remove any Grantee staff member, for any reason and at any time, from HSA site location(s).

**C. Good Neighbor Policy**

1. Collaboration with neighbors and business to ensure concerns are heard and addressed within the scope of this agreement.
2. Attend any appropriate neighborhood meeting.
3. Minimize the impact of the client population and staff entering and leaving the HSA building at 1235 Mission Street.
4. Proactively discourage loitering in area around 1235 Mission Street.
5. Report and document safety issues, cleanliness and/or encampment issues within site area to local law enforcement (SFPD or SFSD) or the 311 program.

**D. Uniform and Equipment Requirements**

1. Monitors are to be uniformed, unarmed and equipped as required herein. Grantee shall, supply all necessary uniforms and equipment including but not limited to the following:
  - a. All personnel assigned to this grant, including the supervisors, shall be uniformed and are required to wear a nametag at all times.
  - b. The Grantee is responsible for assuring that uniforms are clean and maintained in a serviceable manner.
  - c. Grantee shall provide to their staff:

- i. Two-way radios or cell phones with earphones to each employee.
- ii. All other equipment necessary to the successful execution of the services required under this Agreement.

**E. Incident Reports**

Monitors shall write and submit all critical incident reports using the Respondent-Provided form within the required timeframe. Incidents include, but are not limited to, anytime emergency services are called, a client/HSA staff is injured, a client/HSA staff is transported to the hospital, overdose, any incidents that result in damage to premises or Street Safety Monitor interaction(s) to address or de-escalate any situation(s).

**F. Emergency and Urgent Service Requests**

HSA may require additional staff for emergencies or urgent situations, e.g. threat situations, seasonal shelters based on weather conditions. The Grantee shall respond to HSA's urgent requests within two hours of notification by HAS.

**G. Authorization of Overtime**

All prescheduled use of overtime shall be approved in writing in advance of the overtime to be worked by the DLO. When directed by the DLO to provide additional Safety Monitors or redeploy safety staff services with less than 24-hour notice to the contractor, the contractor may charge the approved overtime rate listed in Appendix B of this Agreement. After the first 24-hour period, the Contractor shall provide the additional services at the straight time rate thus minimizing the overtime expense to HSA. Overtime may be required in special circumstances as needed and authorized verbally or through other media (text-email) from the DLO. Documentation of this overtime shall be via email the next day following such an event requiring overtime or special services.

**H. Meeting**

Grantee to designate Contractor Liaison Officer (CLO), including person's name, contact phone number and email address. Respondent to meet with HSA's Department Liaison Officer (DLO) on a regular or "as-needed" basis.

**V. Service Objective**

Grantee shall achieve the following service objectives:

- A. Maintain appropriate staffing level for the service described above.
- B. Track and Report incidents to DLO.
- C. Ensure compliance with Good Neighbor Policies.

**VI. Objective Outcome**

Not Applicable.

**VII. Location and Time of Services**

**A. Services will be provided at the exterior area of 1235 Mission St., which includes:**

1. The entire block of 1200 Mission between 8th and 9th Street (on the odd numbered side of Mission Street only).
2. The HSA main parking lot on the corner of Mission and 8th Streets.
3. On an 'as needed' basis, on 8th Street, between Mission and Market.

**B. Hours of Operations:**

1. Monday to Friday, from 7:00 am to 6:00 pm to provide comprehensive oversight of all "site" areas identified above.

**C. Holidays**

1. Regularly scheduled monitors will not generally be required to work on the City holidays listed below and will receive holiday pay.
2. The City holidays are as follows:

New Year's Day	Columbus/Indigenous Peoples Day
Martin Luther King Jr. Day	Veterans Day
Presidents Day	Thanksgiving Day
Memorial Day	Day After Thanksgiving Day
Independence Day	Christmas Day
Labor Day	Juneteenth

**D. HSA Street Safety Monitors Service Needs Subject to Change**

1. The number of hours needing coverage, and locations of service are subject to change during the Grant term. HSA agrees to provide written notice to the Grantee for changes in the regular service schedule, including additional services needed.

**VIII. Reporting Requirements****A. Copies of all reports listed below must be submitted separately to each of the following via e-mail and/or regular mail:**

1. Contract Manager  
Gary Hong ([Gary.G.Hong@sfgov.org](mailto:Gary.G.Hong@sfgov.org))
2. Director of Program Integrity/Investigations  
Vladimir Rudakov ([Vladimir.Rudakov@sfgov.org](mailto:Vladimir.Rudakov@sfgov.org))
3. HSA Department Liaison Officer (DLO)  
Joseph Villatoro ([Joseph.Villatoro@sfgov.org](mailto:Joseph.Villatoro@sfgov.org))

**B. Incident Reports**

1. Written incident reports are required in each instance that:

- a. Monitor makes any physical contact with a member or members of the public, City staff or other Monitors.
  - b. Monitor makes a citizen's arrest.
  - c. Monitor is required to intervene between any two or more persons including other Monitors.
  - d. Monitor witnesses or is told about any crime or suspected crime.
  - e. Monitor witnesses or is told about any incident in which there is a potential injury whether or not medical attention is immediately required.
  - f. Monitor witnesses or is told about loss or damage to public or private property.
  - g. Monitor discovers after hours any unlocked doors or any activated alarms, false or otherwise.
  - h. Monitor discovers any evidence of an area being used and/or occupied by vagrants or loiterers.
  - i. Monitor witnesses or is told about any other incident or unusual circumstance occurs that should be brought to Department's attention.
  - j. Monitor is requested by HSA Investigations Director or HSA Department Liaison Officer to make any report.
  - k. Monitor observes any safety or hazardous condition at any HSA site.
4. Copies of all written incident reports are to be submitted by 9:00 A.M. of the next ordinary working day to HSA Department Liaison Officer electronically or as mutually agreed to by the DLO at address above.
  5. Grantee will immediately notify the Department Liaison Officer verbally or by text whenever a serious incident occurs including those involving injury to HSA employees and/or clients, and/or significant property damage.

## **IX. Monitor Activities**

- A. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with American Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.



Name	Urban Alchemy				Term	5/1/23-6/30/27	
(Check One)	New	Renewal ____	Modification _x_				
If modification, Effective Date of Mod.				7/1/2025	No. of Mod.	2	
<b>Program:</b>		Street Safety Monitors 1235 Mission St.					
Budget Reference Page No.(s)						Total	
Program Term	5/1/23-6/30/23	7/1/23-6/30/24	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	5/1/23-6/30/27	
<b>Expenditures</b>							
Salaries & Benefits	\$145,797	\$827,511	\$848,819	\$848,819	\$848,819	\$3,519,764	
Operating Expense	\$19,414	\$24,800	\$24,800	\$24,800	\$24,800	\$118,614	
<b>Subtotal</b>	\$165,211	\$852,311	\$873,619	\$873,619	\$873,619	\$3,638,378	
Indirect Percentage (%)	15%	15%	15%	15%	15%	15%	
Indirect Cost (Line 16 X Line 15)	\$24,782	\$127,847	\$131,043	\$131,043	\$131,043	\$545,757	
Capital Expenditure	\$0	\$0		\$0	\$0	\$0	
Total Expenditures	\$189,993	\$980,158	\$1,004,662	\$1,004,662	\$1,004,662	\$4,184,137	
<b>HSA Revenues</b>							
General Fund	\$189,993	\$980,158	\$980,158	\$1,004,662	\$1,004,662	\$4,159,633	
CODB FY24/25	\$ -	\$ -	\$ 24,504	\$ -	\$ -	\$ 24,504	
						\$0	
TOTAL HSA REVENUES	\$189,993	\$980,158	\$1,004,662	\$1,004,662	\$1,004,662	\$4,184,137	
<b>Other Revenues</b>							
Total Revenues	\$189,993	\$980,158	\$1,004,662	\$1,004,662	\$1,004,662	\$4,184,137	
Full Time Equivalent (FTE)							
Prepared by: Ian Clark-Johnson Telephone No.: 415-902-9593 Date:							
HSA-CO Review Signature:							
HSA #1				11/25/2024	11/25/2024		

Program Name: Urban Alchemy  
(Same as Line 9 on HSA #1)

### Salaries & Benefits Detail

POSITION TITLE	Agency Totals		HSA Program		5/1/23-6/30/23	7/1/23-6/30/24	Agency Totals		HSA Program		7/1/24-6/30/25		Agency Totals		HSA Program		7/1/25-6/30/26	Agency Totals		HSA Program		7/1/26-6/30/27	TOTAL
	TimeSalary	FTE	funded by	FTE	Budgeted Salary	Budgeted Salary	TimeSalary for	FTE	by HSA	FTE	Budgeted Salary	TimeSalary for FTE	Total FTE	HSA	Adjusted FTE	Budgeted Salary	TimeSalary for FTE	Total FTE	HSA	Adjusted FTE	Budgeted Salary	5/1/23-6/30/27	
Bay Area Operations Manager	\$ 120,000	1.00	5%	0.05	\$1,098	\$6,000	\$ 120,000	1.00	5%	0.05	\$9,500	\$ 95,000	1.00	10%	0.10	\$9,500	\$ 95,000	1.00	10%	0.10	\$9,500	\$35,598	
Bay Area Operations Deputy Manager	\$ 74,880	1.00	10%	0.10	\$1,370	\$7,488	\$ 74,880	1.00	10%	0.10	\$8,000	\$ 80,000	1.00	10%	0.10	\$8,000	\$ 80,000	1.00	10%	0.10	\$8,000	\$32,858	
Engagement and Outreach Director	\$ 70,720	1.00	10%	0.10	\$1,294	\$7,072	\$ 70,720	1.00	10%	0.10	\$7,500	\$ 75,000	1.00	10%	0.10	\$7,500	\$ 75,000	1.00	10%	0.10	\$7,500	\$30,866	
Engagement and Outreach Deputy Director	\$ 70,720	1.00	50%	0.50	\$6,471	\$35,360	\$ 70,720	1.00	50%	0.50	\$56,250	\$ 75,000	1.00	75%	0.75	\$56,250	\$ 75,000	1.00	50%	0.75	\$56,250	\$210,581	
Training Coordinator	\$ 49,920	1.00	15%	0.15	\$1,370	\$7,488	\$ 49,920	1.00	15%	0.15	\$9,048	\$ 60,320	1.00	15%	0.15	\$9,048	\$ 60,320	1.00	15%	0.15	\$9,048	\$36,002	
Data Operator	\$ 49,920	1.00	20%	0.20	\$1,827	\$9,984	\$ 49,920	1.00	20%	0.20	\$12,064	\$ 60,320	1.00	20%	0.20	\$12,064	\$ 60,320	1.00	20%	0.20	\$12,064	\$48,003	
Engagement and Outreach Supervisor	\$ 65,000	1.50	100%	1.50	\$118,943	\$118,745	\$ 65,000	1.83	100%	1.83	\$122,545	\$ 67,080	1.83	100%	1.83	\$122,545	\$ 67,080	1.83	100%	1.83	\$122,545	\$504,223	
Engagement and Outreach Practitioner	\$ 54,080	7.00	100%	7.00	\$69,276	\$378,560	\$ 54,080	7.00	100%	7.00	\$381,392	\$ 54,080	7.05	100%	7.05	\$381,392	\$ 54,080	7.05	100%	7.05	\$381,392	\$1,592,013	
				-																			
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				-																			
TOTALS		14.50	-	9.60	\$100,550	\$570,697					\$606,299					\$606,299					\$606,299	\$2,490,144	
FRINGE BENEFIT RATE	45%																						
EMPLOYEE FRINGE BENEFITS					\$45,247	\$256,814			9.93	\$242,520				10.28	\$242,520				10.28	\$242,520	\$1,029,620		
						\$256,814		\$827,511															
TOTAL SALARIES & BENEFITS	\$0				\$145,797	\$827,511					\$848,819					\$848,819					\$848,819	\$3,519,764	
HSA #2																							

Program Name: Urban Alchemy  
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM						TOTAL
		4/1/23-6/30/23	7/1/23-6/30/24	7/1/24-6/30/25	7/1/25-6/30/26	7/1/26-6/30/27	5/1/23-6/30/27
							\$ -
Uniforms (\$250/ea.)		\$8,000	\$8,000	\$8,000	\$8,000	\$8,000	\$ 40,000
Communications Technology (Radios; \$560/ea.)		\$8,960	\$4,800	\$4,800	\$4,800	\$4,800	\$ 28,160
Program Supplies (\$1000/month)		\$2,454	\$12,000	\$12,000	\$12,000	\$12,000	\$ 50,454
OTHER							
TOTAL OPERATING EXPENSE		\$19,414	\$24,800	\$24,800	\$24,800	\$24,800	\$ 118,614
HSA #3							11/18/2024

Program Name:  
(Same as Line 9 on HSA #1)

Program Expenditure Detail

EQUIPMENT		TERM	4/1/23-6/30/23	7/1/23-6/30/24	1/0/1900	TOTAL
No.	ITEM/DESCRIPTION					
						0
						0
						0
						0
						0
						0
						0
						0
TOTAL EQUIPMENT COST			0	0	0	0
REMODELING						
Description:						0
						0
						0
						0
						0
						0
TOTAL REMODELING COST			0	0	0	0
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)			0	0	0	0
HSA #4						2/17/2023

**Appendix A-3: Scope of Services to be Provided**  
**Urban Alchemy**  
**Safe Street Monitoring FY23-FY27**  
**Services for 500 Block of Stevenson Street**  
**May 16, 2024 to June 30, 2027**  
**Effective Date: July 1, 2025**

**I. Purpose**

The Department of Human Services Agency (HSA) on behalf of Department of Homelessness and Supportive Housing (HSH) and Department of Public Health (DPH) is adding services to provide Street Safety monitoring services for the 500 block of Stevenson Street, between 6<sup>th</sup> and 7<sup>th</sup> Streets. This includes: providing assistance and information; maintaining order; deterring disputes, violence, theft, and vandalism; and responding to emergencies. The 500 block of Stevenson Street should be adequately staffed with monitors and supervisors to provide a safe environment for block residents, patients of Maria X Martinez Health Resource Center, clients of San Francisco Homeless Outreach Team (SF HOT), DPH, and HSH, owners and patrons of businesses, and the general public.

**II. Definitions**

CCSF	City & County of San Francisco
CLO	Contractor Liaison Officer
Grantee	Urban Alchemy
DLO	Departmental Liaison Officer
HSA	Human Services Agency; Department
OCM	Office of Contract Management, HSA
Post Orders	Document listing detailed deployment/posting orders for each site - final version due 60 days post grant start date
DPH	San Francisco Department of Public Health
SF HOT	San Francisco Homeless Outreach Team
HSH	San Francisco Department of Homelessness and Supportive Housing

**III. Target Population**

Residents, patients of Maria X Martinez Health Resource Center, clients, owners and patrons of businesses and the general public on the 500 block of Stevenson Street, San Francisco.

#### **IV. Description of Services**

Grantee shall provide the following services during the term of this grant agreement:

##### **A. Safety and De-Escalation:**

1. Greeting the served population, staff, visitors on the street, including being polite, courteous, respectful and responsive to all persons within the monitored area.
2. Provide and maintain dependable form of communication (cell phones/radios) between all Street Safety Monitor on-site staff.
3. Regular Patrol of the designated area.
4. Provide protective pass-through corridors so that public safety and well-being is not compromised.
5. Provide and preserve a system with written documentation to ensure that the site area is checked on a scheduled and regular basis. Documentation to be available for review by the Department Liaison Officer (DLO) upon request.
6. Assistance with conflict de-escalation and crisis management
7. Wellness checks and connections to care for anyone demonstrating symptoms of physical or behavioral health needs.
8. Provide assistance and information.
9. Observe and report using grantee provided incident reports.

##### **B. Staff Experience and Training**

1. At least one year working with people experiencing homelessness, or similar situations.
2. Overdose prevention training in accordance with new city policy and first aid/CPR certification.
3. Crisis intervention and de-escalation training.
4. Cross-train with HSH and DPH staff for content relevant to the work needed for the 500 block of Stevenson Street.
5. Department Liaison Officer (DLO) maintain authority to remove any Grantee staff member, for any reason and at any time, from DPH/HSH site location(s).

##### **C. Good Neighbor Policy**

1. Collaboration with neighbors and business to ensure concerns are heard and addressed within the scope of this agreement.
2. Attend any appropriate neighborhood meeting.
3. Support City and Community efforts such as Drug Market Agency Coordination Center (DMACC), the Mid-Market/Tenderloin Community, and others as-needed.
4. Proactively discourage loitering in area around Maria X Martinez clinic and on the block of 500 Stevenson Street.

5. Report and document safety issues, cleanliness and/or encampment issues within site area to local law enforcement (SFPD or SFSD) or the 311 program.

**D. Uniform and Equipment Requirements**

1. Monitors are to be uniformed, unarmed and equipped as required herein. Grantee shall, supply all necessary uniforms and equipment including but not limited to the following:
  - a. All personnel assigned to this grant, including the supervisors, shall be uniformed and are required to wear a nametag at all times.
  - b. The Grantee is responsible for assuring that uniforms are clean and maintained in a serviceable manner.
  - c. Grantee shall provide to their staff:
    - i. Two-way radios or cell phones with earphones to each employee.
    - ii. All other equipment necessary to the successful execution of the services required under this Agreement.

**E. Incident Reports**

Monitors shall write and submit all critical incident reports using the Respondent-Provided form within the required timeframe. Incidents include, but are not limited to, anytime emergency services are called, individuals are injured, individuals are transported to the hospital, overdose, any incidents that result in damage to premises or Street Safety Monitor interaction(s) to address or de-escalate any situation(s).

**F. Emergency and Urgent Service Requests**

DPH/HSB may require additional staff for emergencies or urgent situations, e.g. threat situations, seasonal shelters based on weather conditions. The Grantee shall respond to DPH/HSB's urgent requests within two hours of notification by DPH/HSB.

**G. Authorization of Overtime**

All prescheduled use of overtime shall be approved in writing in advance of the overtime to be worked by the DLO. When directed by the DLO to provide additional Safety Monitors or redeploy safety staff services with less than 24-hour notice to the contractor, the contractor may charge the approved overtime rate listed in Appendix B of this Agreement. After the first 24-hour period, the Contractor shall provide the additional services at the straight time rate thus minimizing the overtime expense to DPH/HSB. Overtime may be required in special circumstances as needed and authorized verbally or through other media (text-email) from the DLO. Documentation of this overtime shall be via email the next day following such an event requiring overtime or special services.

**H. Meeting**

Grantee to designate Contractor Liaison Officer (CLO), including person's name, contact phone number and email address. Respondent to meet with DPH/HSB's Department Liaison Officer (DLO) on a regular or "as-needed" basis.

**V. Service Objective**

Grantee shall achieve the following service objectives:

- A. Maintain appropriate staffing level for the service described above.
- B. Track and Report incidents to DLO.
- C. Ensure compliance with Good Neighbor Policies.

**VI. Objective Outcome**

Not Applicable.

**VII. Location and Time of Services****A. Services will be provided at the entire block of 500 Stevenson Street, from 6<sup>th</sup> to 7<sup>th</sup> Street.**

1. Three ambassador posts will be provided, one at either end of the block and one in the middle of the block

**B. Hours of Operations:**

1. Seven days a week, 24 hours a day

**C. Holidays**

1. Regularly scheduled monitors will not generally be required to work on the City holidays listed below and staff will receive holiday pay. (with exceptions being if the clinic is open)
2. The City holidays are as follows:

New Year's Day	Columbus/Indigenous Peoples Day
Martin Luther King Jr. Day	Veterans Day
Presidents Day	Thanksgiving Day
Memorial Day	Day After Thanksgiving Day
Independence Day	Christmas Day
Labor Day	Juneteenth

**D. DPH/HSB Street Safety Monitors Service Needs Subject to Change**

1. The number of hours needing coverage, and locations of service are subject to change during the Grant term. DPH/HSB agrees to provide written notice to the



Grantee for changes in the regular service schedule, including additional services needed.

## **VIII. Reporting Requirements**

### **A. Copies of all reports listed below must be submitted separately to each of the following via e-mail and/or regular mail:**

1. Contract Manager  
Gary Hong ([Gary.G.Hong@sfgov.org](mailto:Gary.G.Hong@sfgov.org))

#### **Department Liaison Officers:**

2. Andre Torrey, DEM, Street Ambassador Coordinator  
[Andre.Torrey@sfgov.org](mailto:Andre.Torrey@sfgov.org)  
415-509-8086
3. Sam Dodge, DEM, Director, Street Response Coordination Division  
[Sam.Dodge@sfgov.org](mailto:Sam.Dodge@sfgov.org)

### **B. Incident Reports**

#### **1. Written incident reports are required in each instance that:**

- a. Monitor makes any physical contact with a member or members of the public, City staff or other Monitors.
- b. Monitor makes a citizen's arrest.
- c. Monitor is required to intervene between any two or more persons including other Monitors.
- d. Monitor witnesses or is told about any crime or suspected crime.
- e. Monitor witnesses or is told about any incident in which there is a potential injury whether or not medical attention is immediately required.
- f. Monitor witnesses or is told about loss or damage to public or private property.
- g. Monitor discovers after hours any unlocked doors or any activated alarms, false or otherwise.
- h. Monitor discovers any evidence of an area being used and/or occupied by vagrants or loiterers.
- i. Monitor witnesses or is told about any other incident or unusual circumstance occurs that should be brought to Department's attention.
- j. Monitor is requested by DPH/HSI Investigations Director or DPH/HSI Department Liaison Officer to make any report.
- k. Monitor observes any safety or hazardous condition at any DPH/HSI site.

2. Copies of all written incident reports are to be submitted by 9:00 A.M. of the next ordinary working day to DPH/HSB Department Liaison Officer electronically or as mutually agreed to by the DLO at address above.
3. Grantee will immediately notify the Department Liaison Officer verbally or by text whenever a serious incident occurs including those involving injury to DPH/HSB employees and/or clients, and/or significant property damage.

## **IX. Monitor Activities**

- A. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Grantee's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with American Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

## HUMAN SERVICES AGENCY BUDGET SUMMARY BY PROGRAM

<b>Urban Alchemy</b>	<b>Term      5/16/24-6/30/27</b>					
(Check One)    New                  Renewal ____    Modification _x_						
If modification, Effective Date of Mod. 7/01/2025                  No. of Mod. 2						
<b>Program: Street Safety Monitors 500 block of Stevenson Street</b>						
Budget Reference Page No.(s)						
Program Term		<b>5/16/24-6/30/24</b>	<b>7/1/24-6/30/25</b>	<b>7/1/25-6/30/26</b>	<b>7/1/26-6/30/27</b>	<b>Total</b>
<b>Expenditures</b>						
Salaries & Benefits		\$159,371	\$1,256,731	\$1,256,731	\$1,256,731	\$3,929,566
Operating Expense		\$4,800	\$12,180	\$12,180	\$12,180	\$41,340
<b>Subtotal</b>		\$164,171	\$1,268,911	\$1,268,911	\$1,268,911	\$3,970,906
Indirect Percentage (%)		15%	15%	15%	15%	15%
Indirect Cost (Line 16 X Line 15)		\$24,626	\$190,517	\$190,517	\$190,517	\$596,175
Capital Expenditure		\$0	\$0	\$0	\$0	\$0
Total Expenditures		\$188,797	\$1,459,428	\$1,459,428	\$1,459,428	\$4,567,081
<b>HSA Revenues</b>						
General Fund		\$188,797	\$1,423,832	\$1,423,832	\$1,423,832	\$4,460,293
CODB FY24/25			\$35,596	\$35,596	\$35,596	\$106,788
						\$0
						\$0
TOTAL HSA REVENUES		\$188,797	\$1,459,428	\$1,459,428	\$1,459,428	\$4,567,081
<b>Other Revenues</b>						
Total Revenues		\$188,797	\$1,459,428	\$1,459,428	\$1,459,428	\$4,567,081
Full Time Equivalent (FTE)						
Prepared by:                  Melek Totah    Telephone No.: 415-680-7797    Date: 11-25-24						
HSA-CO Review Signature: _____						
<b>HSA #1</b>						<b>11/18/2024</b>



Program Name: Urban Alchemy  
(Same as Line 9 on HSA #1)

Operating Expense Detail

Expenditure Category	TERM	5/16/24-6/30/24	7/1/24-6/30/25	7/1/25 - 6/30/26	7/1/26 - 6/30/27	TOTAL 5/16/24-6/30/27
Uniforms (\$250/ea.)		\$0	\$4,000	\$4,000	\$4,000	\$12,000
Communications Technology (Radios; \$560/ea.)		\$3,200	\$1,280	\$1,280	\$1,280	\$7,040
Program Supplies (\$600/month)		\$1,600	\$6,900	\$6,900	\$6,900	\$22,300
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
						\$ -
OTHER						
						\$ -
						\$ -
						\$ -
						\$ -
TOTAL OPERATING EXPENSE	\$0	\$4,800	\$12,180	\$12,180	\$12,180	\$ 41,340
HSA #3	11/18/2024					

Program Name:  
(Same as Line 9 on HSA #1)

Program Expenditure Detail

EQUIPMENT		TERM	5/16/24-6/30/24 7/1/24-6/30/25			TOTAL
No.	ITEM/DESCRIPTION					#REF!
						0
						0
						0
						0
						0
						0
						0
						0
						0
TOTAL EQUIPMENT COST		0	0	0		0
REMODELING						
Description:						0
						0
						0
						0
						0
						0
TOTAL REMODELING COST		0	0	0		0
TOTAL CAPITAL EXPENDITURE (Equipment and Remodeling Cost)		0	0	0		0
HSA #4						2/17/2023